

Task Book: Employee Job Aid

Cadre: Public Affairs

Organization: External Affairs – Joint Information Center
(JIC), Operations Unit

Position: External Affairs Administrative Specialist

Date: *August 2006 (April 2008)*



FEMA

*Leading America to prepare for, prevent, respond to,
and recover from disasters.*

Position Task Book: Purpose

Position task books have been developed for positions within the FEMA Disaster Workforce. Each task book lists the essential tasks for the specific position.

Task books are designed to:

- Describe the tasks to be performed for a given position.
- Determine training needs of individual employees.
- Serve as a tool for promoting task-related performance feedback throughout a deployment.
- Record performance assessment data.

At the completion of a deployment, your supervisor will identify the tasks you were able to perform and the tasks needing improvement. Task books do **NOT** replace the standard performance appraisal process.

Responsibilities

Listed below are the responsibilities associated with completion of this position task book.

The **Individual Employee** is responsible for:

- Reviewing and understanding instructions in this task book.
- Identifying desired objectives/goals related to the assigned tasks and subtasks.
- Providing background information to the supervisor.
- Demonstrating the ability to perform all tasks and subtasks for an assigned position.
- Working with the supervisor to improve performance as needed.

The **Supervisor** is responsible for:

- Being qualified and proficient in the position being evaluated or seeking technical assistance from someone who is qualified.
- Meeting with the individual employee and determining past experience, current qualifications, and desired objectives/goals.
- Reviewing task and subtask expectations with the individual employee.
- Explaining to the individual employee the evaluation procedures that will be used.
- Accurately evaluating and recording demonstrated performance of tasks and subtasks.
- Completing the evaluation record within this task book.
- Providing constructive feedback to the employee.
- Suggesting steps for improving performance as needed.

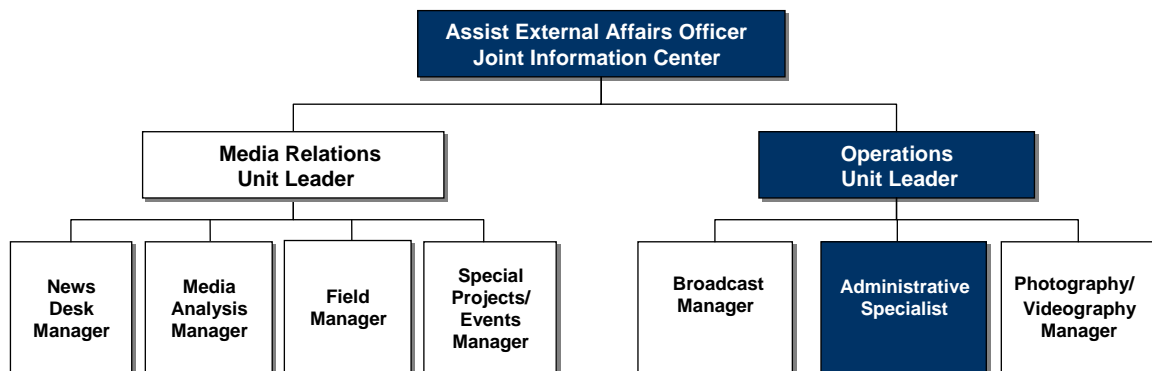
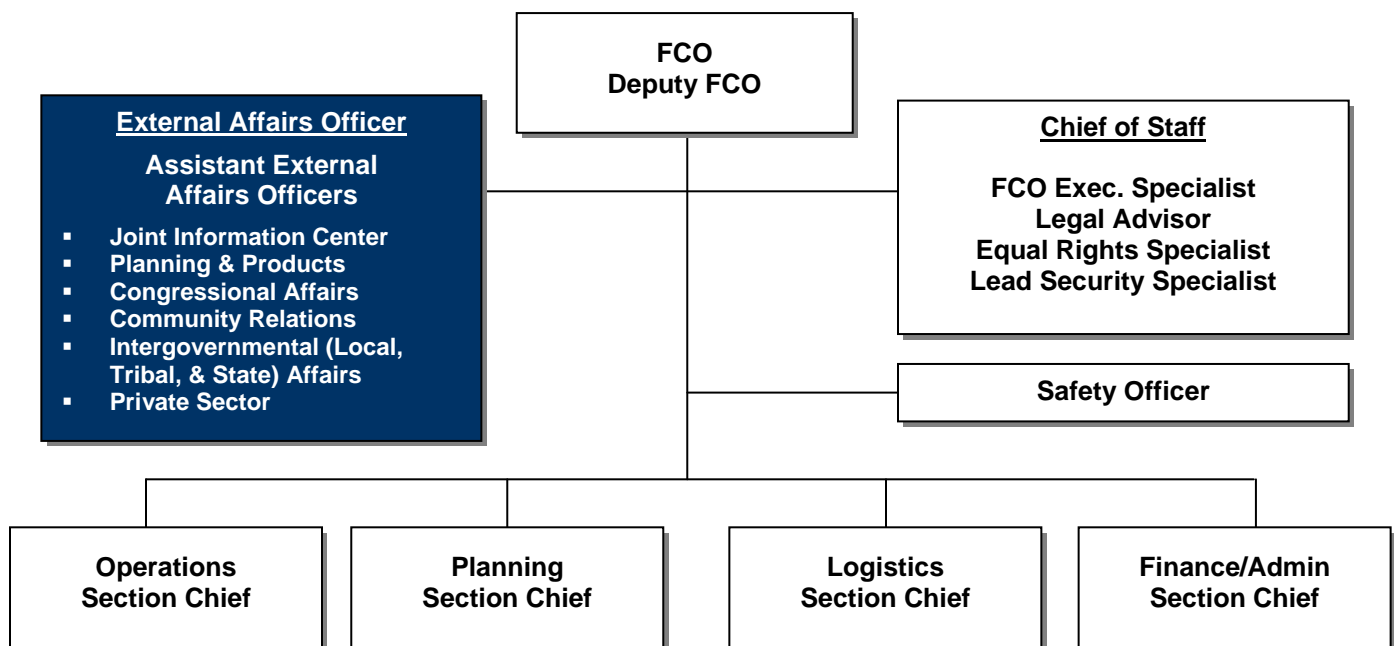
FEMA Task Books are produced by the Emergency Management Institute (EMI).

For more information or to suggest changes, corrections, or improvements, please contact:

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National Emergency Training Center
Emmitsburg, Maryland 21727
* ATTN: "Position Task Book"

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Joint Field Office (JFO) Structure



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EMPLOYEE COMMON TASKS

Task 1	Follow pre-deployment and check-in procedures.
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- 1.1 Confirm availability in response to Deployment Support request.
- 1.2 Make travel arrangements through agency-designated travel agent.
- 1.3 Check in with Deployment Support staff upon arrival.
- 1.4 Check in with disaster supervisor for orientation.
- 1.5 Complete check-in procedures at duty station to obtain additional information.
- 1.6 Complete appropriate Federal waiver forms (retired Federal annuitants only).
- 1.7 Report to the Logistics Helpdesk to obtain requisition for accountable property and network access.
- 1.8 Obtain authorization for accountable property from supervisor.
- 1.9 Locate assigned workspace.
- 1.10 Pick up equipment (e.g., computer, phone) at Accountable Property Office (APO).
- 1.11 Obtain pertinent information about the operation (about the disaster, Joint Field Office (JFO), facility safety and security).
- 1.12 Review the task book for assigned position and clarify supervisor expectations as needed.
- 1.13 Display DHS/FEMA identification in the proper manner (i.e., wear badge above the waist).
- 1.14 Demonstrate full and consistent compliance with all pre-deployment policies and check-in procedures.

Task 2	Follow check-out procedures.
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- 2.1 Schedule debriefing session with supervisor to complete the task book assessment record and performance appraisal.
- 2.2 Submit final time and attendance (T&A) statement signed by supervisor.
- 2.3 Make return travel arrangements through agency-designated travel agent.
- 2.4 Prepare final travel voucher in coordination with the Cost Unit.
- 2.5 Return equipment to APO for release.
- 2.6 Clear workstation and return supplies to Supply Unit.
- 2.7 Submit check-out form(s) with supporting documentation (e.g., task book assessment record, performance appraisal form) as instructed.
- 2.8 Check out through Deployment Support staff with required information (e.g., job completed, rotation).
- 2.9 Demonstrate full and consistent compliance with all policies and check-out procedures.

Task 3	Complete ongoing administrative procedures.
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- 3.1 Update Deployment Support and onsite supervisor with any changes in duty station, lodging, and/or emergency contact as needed.
- 3.2 Complete T&A reports and input into automated system or submit for processing (bi-weekly).
- 3.3 Prepare travel voucher in coordination with the Cost Unit on a bi-weekly basis.
- 3.4 Get limited approvals (e.g., rental cars) renewed, as appropriate, on extended deployments.
- 3.5 Reconcile Government credit card account statements with approved travel vouchers in accordance with split-pay policy.
- 3.6 Demonstrate full and consistent compliance with all administrative procedures.

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EMPLOYEE COMMON TASKS

Task 4	Establish and maintain positive and ethical behaviors during interpersonal, intra-agency, and interagency interactions.
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- 4.1 Maintain a high standard of ethics required of Federal employees that is consistent with FEMA core values.
- 4.2 Demonstrate sensitivity to cultural diversity, race, gender, disabilities, and other individual differences in accordance with the Under Secretary's nondiscrimination policy.
- 4.3 Take measures to safeguard confidential information and records.
- 4.4 Foster consensus building among coworkers, supervisors, and others.
- 4.5 Cultivate professional relationships with coworkers and others to exchange information and work effectively.
- 4.6 Handle differences/disputes with others in a positive, constructive manner.
- 4.7 Represent FEMA in a professional manner when working with internal and external parties.
- 4.8 Establish an effective rapport with individuals who are initially difficult, emotional, or distressed.
- 4.9 Relate effectively to people from varied backgrounds and different situations.
- 4.10 Comply with chain-of-command principles by operating within the established lines of authority.
- 4.11 Exhibit appropriate public stewardship of taxpayer dollars.
- 4.12 Complete tasks using time and resources effectively and efficiently (e.g., keep travel time to a minimum, obtain lodging that is appropriate to duty station).

Task 5	Help resolve problems/issues and make effective decisions.
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- 5.1 Adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles.
- 5.2 Identify and analyze issues and problems.
- 5.3 Confer with coworkers, supervisor, and/or others as appropriate when making decisions.
- 5.4 Generate alternative solutions or strategies to address problems or needs.
- 5.5 Assess the impact of alternatives on the overall operation and work unit.
- 5.6 Recommend alternative solutions or strategies for addressing the problems/issues.
- 5.7 Contribute to group problem-solving efforts.
- 5.8 Implement group-derived solutions or strategies to address problems/issues.
- 5.9 Submit items for the Remedial Action Management Program (RAMP).
- 5.10 Deal effectively with pressure; maintain focus and intensity and remain optimistic and persistent, even under adverse conditions.
- 5.11 Exercise good judgment by making sound, well-informed, and timely decisions.

Task 6	Prepare written reports and other documents.
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- 6.1 Write documents using "plain English" that are well organized and appropriate for the intended audience.
- 6.2 Write clear and concise emails and other written documents.
- 6.3 Use email and other official modes of written communication for business purposes only.
- 6.4 Use computer software and programs required to support task performance.
- 6.5 Submit written documents through the proper channels.

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EMPLOYEE COMMON TASKS

Task 6	Prepare written reports and other documents. (Continued)
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- 6.6 Proofread written documents before submission to ensure correct grammar, spelling, and punctuation.
- 6.7 Produce reports using established formats and on required forms.
- 6.8 Develop written materials that are complete and accurate.

Task 7	Communicate orally with others to exchange and clarify information.
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- 7.1 Share relevant information and/or developments with coworkers, as necessary.
- 7.2 Explain decisions, conclusions, findings, or recommendations to the appropriate person or group.
- 7.3 Attend meetings to obtain information for use in programs, or to inform management of program status.
- 7.4 Represent the cadre's role in a manner that promotes awareness of capabilities, services, and accomplishments.

Task 8	Exhibit an understanding of relevant safety and security procedures.
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- 8.1 Provide for the safety, welfare, and accountability of coworkers during the entire period of deployment.
- 8.2 Safeguard property and equipment.
- 8.3 Communicate potentially hazardous situations to immediate supervisor or Safety Officer.
- 8.4 Take necessary precautions when hazards exist.
- 8.5 Protect personal information to prevent identity theft.
- 8.6 Comply with mandatory Information Technology security procedures.
- 8.7 Comply with the FEMA violence in the workplace policy.

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EXTERNAL AFFAIRS ADMINISTRATIVE SPECIALIST POSITION-SPECIFIC TASKS

Task 1	Organize, supervise, and ensure proper setup of the Joint Information Center (JIC) in a timely manner.
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- 1.1 Support the Assistant External Affairs Officer – JIC and the Operations Unit Leader in establishing the office.
- 1.2 Organize the JIC and ensure that it is operating efficiently.
- 1.3 Support the Assistant External Affairs Officer – JIC and the Operations Unit Leader by supervising all operational and administrative activities, including staffing, interoffice communications, daily staff meetings, briefing book (Smart Book), and distribution of products.
- 1.4 Work with JFO Logistics Section staff to ensure proper setup of the JIC including sufficient space, supplies, and equipment for FEMA, State, and other agency personnel.
- 1.5 Obtain Planning Section Reports, Situation Reports (SITREPs), and other information needed for JIC operations and distribute as needed.
- 1.6 Oversee personnel requirements including timesheet and voucher processing.
- 1.7 Prepare purchase orders for contract services such as distribution services, translation services, and production services.
- 1.8 Establish and maintain a good working relationship with JFO Logistics Section staff including communications and computer network operations.

Task 2	Meet the needs of the JIC staff by providing all required office support.
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- 2.1 Obtain office supplies for the JIC.
- 2.2 Maintain filing, copying, and distribution systems.
- 2.3 Post and/or distribute JFO correspondence to JIC staff.
- 2.4 Update internal postings of statistics, recovery center locations, message of the day, clippings, etc.
- 2.5 Maintain staffing list that includes personnel and telephone numbers, JIC call-down list, weekend work schedule, and JIC organizational and functional charts.
- 2.6 Prepare and update briefing kits for new JIC staff members in coordination with the Planning and Products component.
- 2.7 Distribute daily clips, news analysis summaries, and news releases to JFO leadership.
- 2.8 Set up and maintain the JIC filing system to include disaster documents, fact sheets, copies of invoices, printing contracts, legal notices, daily reports, fliers, and handouts/brochures.
- 2.9 Keep sufficient copies of news releases, public service announcements, and fact sheets on file for ongoing distribution.
- 2.10 Distribute products to the media and verify receipt.

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EXTERNAL AFFAIRS ADMINISTRATIVE SPECIALIST POSITION-SPECIFIC TASKS

Additions	List additional tasks that you have been assigned.
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